

**USGS  
OFFICE OF EMPLOYEE DEVELOPMENT (OED)  
LEARNING SUPPORT SERVICES**

**USGS Sponsored Events at the USGS National Training Center (OED/NTC)  
5/01/2005**

*The Office of Employee Development provides a wide variety of learning support services to attendees of USGS sponsored events at the National Training Center in Denver, Colorado.*

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| <b>NTC Computer Classroom</b><br>Basic administrative support, full IT support and AV support ( <i>see support service details and definitions, attached</i> ).    | \$475/day  |
| <b>NTC Non Computer Classroom</b><br>Basic administrative support and AV support ( <i>see support service details and definitions, attached</i> ).                 | \$325/day  |
| <b>NTC Computer or Non-Computer Classroom</b><br>Full administrative support and full IT support ( <i>see support service details and definitions, attached</i> ). | \$150/person   |
| <b>NTC Conference</b><br>Contracting NTC facility (see NTC facilities brochure), full IT support, managing rooms for multiple vendors and exhibitors.              | \$75/person  |
| <b>Meeting: Single Room, 1 Day Only</b><br>AV support  | No Charge  |
| <b>Meeting: Multiple Rooms and/or Multiple Days</b><br>AV support  | No Charge (available by reservation a maximum of 30 days in advance)                       |
| <b>NTC Video Conference</b>  | No Charge  |
| <b>NTC Cyber Seminar</b>   | No Charge  |
| <b>Plotter Services – Wide Format Color</b>  | Contact Russel Smith 303-445-4675 <a href="mailto:rsmithjr@usgs.gov">rsmithjr@usgs.gov</a> |

**USGS  
OFFICE OF EMPLOYEE DEVELOPMENT (OED)  
LEARNING SUPPORT SERVICES**

**Non-USGS Sponsored Events\* at the USGS National Training Center (OED/NTC)  
5/01/2005**

*OED provides the NTC facilities and a variety of support for non-USGS clients.*

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| <b>NTC Computer Classroom</b><br>Basic administrative support, full IT support ( <i>see support service details and definitions, attached</i> ). | \$575/day  |
| <b>NTC Non-Computer Classroom</b><br>Basic administrative support ( <i>see support service details and definitions, attached</i> ).              | \$425/day  |
| <b>NTC Conference</b><br>Contracting entire NTC facility, full IT support, manage rooms for multiple vendors/exhibitors.                         | Quote available based on requirements.<br><br>Contact Alan Ward @ 303-445-4669 or <a href="mailto:amward@usgs.gov">amward@usgs.gov</a> |
| <b>NTC Video Conferencing</b>  | \$50/hr or \$300/day   |
| <b>Plotter Services – Wide Format Color</b>  | Contact Russel Smith 303-445-4675 or <a href="mailto:rsmithjr@usgs.gov">rsmithjr@usgs.gov</a>  |

**\* Non-USGS Sponsored Events include events sponsored by DOI Agencies, Other Federal and State Agencies.** DOI Agencies include: Bureau of Land Management (BLM), Bureau of Indian Affairs (BIA), Fish and Wildlife Service (FWS), Minerals Management Service (MMS), Office of Surface Mining (OSM), Bureau of Reclamation (BOR) and National Park Service (NPS). US Forest Service is provided special dispensation in this services document based on current USGS partnerships.

**USGS  
OFFICE OF EMPLOYEE DEVELOPMENT (OED)  
LEARNING SUPPORT SERVICES**

**Events Outside the USGS National Training Center (NTC)  
5/01/2005**

*OED provides a variety of services outside of the NTC.*

|   | <b>USGS Sponsored Event</b>      | <b>Non-USGS Sponsored Event*</b> |
|---|----------------------------------|----------------------------------|
| <b>Basic Administrative Support</b><br>(see support service details and definitions, attached)                                    | No Charge                        | Not Available                    |
| <b>Full Administrative Support</b><br>(see support service details and definitions, attached)                                     | \$50/person                      | Not Available                    |
| <b>Deployable Electronic Classroom</b><br>Basic Administrative Support<br>(see support service details and definitions, attached) | \$1800 per one week deployment   | \$1800 per one week deployment   |
| <b>Technology Enabled Learning Services</b>   | Available on a prioritized basis | Not available                    |
| <b>Instructional Digital Video Services</b>   | Not yet available                | Not available                    |
| <b>Cyber Seminar Support</b>  | No Charge                        | Not available                    |

**\* Non-USGS Sponsored Events include events sponsored by DOI Agencies, Other Federal and State Agencies.** DOI Agencies include: Bureau of Land Management (BLM), Bureau of Indian Affairs (BIA), Fish and Wildlife Service (FWS), Minerals Management Service (MMS), Office of Surface Mining (OSM), Bureau of Reclamation (BOR) and National Park Service (NPS). US Forest Service is provided special dispensation in this services document based on current USGS partnerships.

# **LEARNING SUPPORT SERVICE DETAILS AND DEFINITIONS**

## **Learning Support Service Details**

### **Basic Administrative Support**

1. Training/meeting announcements via USGS systems including:  
TMS, Listservs, Electronic Bulletin Board System (BBS), OED Course Calendars
2. “Warming Room” amenities (OED/NTC only): Telephone and e-mail access, microwaves etc.
3. Classroom preparation and post event cleanup (OED/NTC only)
4. Student course evaluations provided
5. Coordination of TMS registration process (USGS only)

### **Full Administrative Support**

All Basic Administrative Support plus *any or all* services listed below:

1. Duplication/creation of handouts/binders
2. USGS instructor payments
3. Assessing instructor and materials costs and amortizing course costs into tuition fees
4. Mail services (Fed-X charged to client’s account)
5. Post class evaluation/debrief with course coordinator (OED/NTC courses only)
6. Additional course marketing
7. Invoicing any or all attendees for training course tuition fees

### **Audio Visual (AV) Support (OED/NTC location only)**

1. Electronic Projection Team Boards in all classrooms (see OED/NTC brochure)
2. Cyber Seminar Support
3. Presenter PC and Projector support
4. VHS video support
5. Video monitor support
6. Conference Phone set up
7. Web connection for instructor laptop(s)

### **Cyber-Seminar (Lotus Notes “SameTime”) Support**

1. Assistance/instruction in setting up a cyber seminar reservation in Lotus Notes SameTime
2. Guidance on the development of training approaches using cyber seminars
3. On-line support for first cyber-seminar
4. Monitoring of actual cyber seminar start to ensure smooth registration process

### **Deployable Electronic Classroom (Laptops)**

Eleven state of the art laptops shipped to any office location within the continental United States. All shipping costs included. IT consultation and remote IT support provided via telephone. All laptops loaded and shipped with all necessary software. Administrative support services not included, but may be purchased. For computer specifications and other technical questions, contact Russel Smith 303-445-4675.

**Instructional Digital Video Services** *(Not yet available)*

May include, but not limited to translation of VHS to digital video format and coordination/contracting of closed or open captioning.

**Basic IT Support - (OED/NTC location only)**

1. Establishing web connections
2. Printer support
3. Peripheral device support
4. Standard software configuration support (Windows XP/ Microsoft Office)
5. Problem solving/troubleshooting assistance for all classroom PC's
6. Security updates

**Full IT Support - (OED/NTC location only)**

All Basic IT support services above as determined by technical consultation along with:

1. Networked PC's on request
2. Pre and post event ghosting/cloning/imaging of all student PC's
3. Loading and supporting additional software on all PC's, including instructor's PC on request

**Plotter Services – Wide Format Color**

Plotter output to a variety of hardcopy media with multiple finishes. 24"-60" width. For detailed specifications, services and charges contact Russel Smith @ 303-445-4675

**Technology Enabled Learning (TEL) Services** *(Available on a prioritized basis)*

May include but not limited to:

- Coordinate Author/Developer Licenses
- Course development support via Instructional Systems Design Services
- Serving on-line training via OED server

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**Learning Support Service Definitions**

**Computer Classroom:** Classroom with student and presenter desktop computers.

**Conference/Workshop:** Gathering of individuals normally involving multiple rooms over more than one day for purposes of discussion, learning, networking and/or demonstration. IT and AV needs may be substantial.

**Cooperator:** Individual attendees from any organization with a current USGS agreement (MOU, JFA etc.).

**Course:** "Live" learning event delivered in the classroom setting designed with specific outcomes to enhance knowledge and productivity (aka: classroom delivered training). Attendees may also gain increased understanding of tasks and/or theory. Normally involves designated instructor(s), course

coordinator, syllabus and hardcopy course materials. For computer courses attendees may require computers (possibly networked) loaded with specific software.

**Course Coordinator:** Normally a Subject Matter Expert (SME) who acts as team leader for all other SME's who are working together to develop a particular course. Serves as primary contact for OED/NTC course registrar.

**Course Designer/Developer:** Anyone responsible for training course design and development along with development of instructional materials.

**Instructor:** Individual(s) responsible for synchronous (live) teaching/facilitation of a training course.

**Marketing:** Publicizing scheduled training courses via the USGS Training Management System (TMS) / DOI's Learning Management System (LMS) when available, and the OED Learning Portal <http://training.usgs.gov/> and appropriate subscription Listservs and Bulletin Boards.

**Meeting:** Gathering of individuals for the purposes of discussion, briefing or to accomplish a task. Meetings include brown bag seminars and cyber seminars. IT needs limited to a single presenter PC or laptop. Audio visual support provided for projection of computer screen.

**Non Computer Classroom:** Classroom without student computers. IT needs limited to a single presenter PC or laptop and use of projection system. One presenter computer available on request.

**Registration:** Pre-event training registration process coordinated with specified training course coordinator(s).

**Subject Matter Expert (SME):** Individual(s) responsible for all or part of the design and development of course content in their area of expertise.

-End OED Learning Support Services Document-